

RACH UPDATE

March 2011

- > FRONTIER MEDICAL HOME

The Community-Base Primary Care Clinic opened its doors to patients on 28 February. Active Duty Family Members living in the 73505 zip code are welcome to enroll to the clinic. Check with the TRICARE Service Center located in the hospital if you are interested in transferring to the Frontier Medical Home.

- > ACCESS TO CARE STANDARDS REMINDER

Patients will receive all Primary health care from their PCM and he/she will refer you to specialty care when necessary. You are entitled to access to care within these specific time frames:

Acute/Urgent Care appointments within 24 hours

Routine Care appointments within 7 days

Specialty Care or Wellness appointments within 28 days

- > PEDIATRIC REMODELING

The Pediatric Clinic is being renovated. In order to finalize the construction as soon as possible, the front desk area will be closed starting late February for approximately 6 weeks. Patients will check in at Family Medicine Clinic #2.

- > ARMY PROVIDER LEVEL SATISFACTION SURVEY (APLSS)

RACH would like to hear your views and opinions on the overall healthcare you receive at the hospital. When you receive an APLSS Survey in the mail please take a few minutes to fill it out. Your participation will help us identify how we can better assist you at all your appointments. For more information, please call 558-2389/2390.

- > PHARMACY ADDS SERVICE WINDOWS

RACH is pleased to announce that we have opened three additional pharmacy windows. This addition will help reduce patient wait-time.

